

**INTAKE - INITIAL
COMPLAINT**

Intake begins when a complaint alleging child abuse and/or neglect is received by the department. The complaint is usually made through a telephone contact by the reporting person, but may also occur as an in-person or written contact. The intake process is focused on initial fact gathering and evaluation of information to determine the validity of the complaint, whether it meets statutory criteria for investigation, and to assess the level of risk to the child. Evaluation of the complaint information determines the nature and priority of the initial response.

**SOURCES OF
COMPLAINTS**

Complaints of suspected child abuse or neglect originate from various sources, including professionals mandated by law to report, DHS employees, and the general public.

**Mandated
Reporters*****Professionals mandated by law to report***

Includes physicians, dentists, physician's assistants, registered dental hygienists, medical examiners, nurses, persons licensed to provide emergency medical care, audiologists, psychologists, marriage and family therapists, licensed professional counselors, social workers, licensed master's social workers, licensed bachelor's social workers, registered social service technicians, social service technicians, persons employed in a professional capacity in any office of the friend of the court, school administrators, school counselors or teachers, law enforcement officers, members of the clergy, regulated child care providers or employees of an organization or entity that, as a result of federal funding statutes, regulations or contracts, would be prohibited from reporting in the absence of a state mandate or court order (for example, domestic violence providers).

Note: Each local friend of the court office determines who is employed in a professional capacity at their local office.

DHS employees mandated by law to report

Includes eligibility specialists, family independence managers, family independence specialists, social services specialists, social work

specialists, social work specialist managers, and welfare services specialists. Also includes any employee of DHS who is listed as a professional mandated by law to report above. See Employee Handbook Policies 200, Mandated Reporter- Child, for how mandated DHS employees are to report suspected child abuse and neglect.

Note: Children's Protective Services investigators are not required to file a separate report of suspected abuse and/or neglect on their own active investigations. If the CPS investigator learns of a new allegation, suspects new maltreatments, or identifies additional household victims, they **must** thoroughly investigate those allegations as part of the active investigation and document the findings in the disposition.

General Public

Includes neighbors, friends, relatives, legislators, the news media, etc.

COMPLAINT PROCESS

Department of Human Services uses a statewide Centralized Intake (CI) for the reporting of abuse and neglect.

CPS Centralized Intake

CI is staffed 24 hours a day, 7 days a week and can be reached at 1-855-444-3911. The reporting person will be asked to be as specific as possible about the alleged abuse or neglect, indicating what was observed or heard which caused suspicion of abuse or neglect.

If a person comes into the local office to make a complaint in person, the local office should offer a DHS phone and the CI number to make the complaint from the office. If the person does not want to talk on the phone, the local office must take the complaint on a DHS-3550, Intake Form, and forward to CI.

All complaints received by the local office through fax or email must be sent to CI with a phone call alerting CI to the complaint.

CI contact information:

Toll-Free - 1-855-444-3911.

Fax - 616-977-1154 and 616-977-1158.

E-mail - DHS-CPS-CIGroup@michigan.gov.

Mandated Reporters-Non- DHS Employees

The Child Protection Law requires mandated reporters to make an **immediate** verbal report to DHS upon suspecting child abuse and neglect. Mandated reporters must also make a written report within 72 hours. Mandated reporters should be asked to use the DHS-3200, Report of Actual or Suspected Child Abuse or Neglect form, to fulfill the written report requirement. Professional reports (for example, police reports, hospital reports, etc.) can take the place of the DHS-3200, unless critical information is missing in the professional report.

At intake, the mandated reporter will be reminded of the legal requirement to submit a written report on the DHS-3200 form within 72 hours to DHS.

The form is available online from the DHS public website. If the reporting person does not have the DHS-3200 form or access to the Internet, a form is to be sent to the mandated reporter immediately in order to expedite compliance with the law.

Note: Due to federal laws and regulations, domestic violence providers and substance abuse agencies can only provide the information required for reporting by the Child Protection Law (MCL 722.623) unless the client signs a consent for release of information to DHS for a CPS investigation. See SRM 131, Confidentiality, Domestic Violence Provider Records section and, PSM 717-6, Release of Information Documenting Substance Abuse, for more information.

Mandated Reporters-DHS Employees

Mandated Reporter-Child. DHS employees, including those who are professionals mandated by law to report, must report suspected child abuse and neglect; see EHP 200.

DHS employees must call CI to make a complaint. The ability to enter a complaint into MiSACWIS CPS is a function which only CI can perform.

**INTRA-
DEPARTMENTAL
COLLABORATION**

A close working relationship should be established between CPS and other DHS units to ensure complaints are made appropriately to CPS and, that appropriate referral and coordination of services take place.

When multiple workers are serving the same family concurrently, they should collaborate and coordinate their activities to minimize duplication, inconsistencies or gaps in services.